



# WaTech Tech-Talk

## Teams Telephony Service Overview

by Ted Carroll

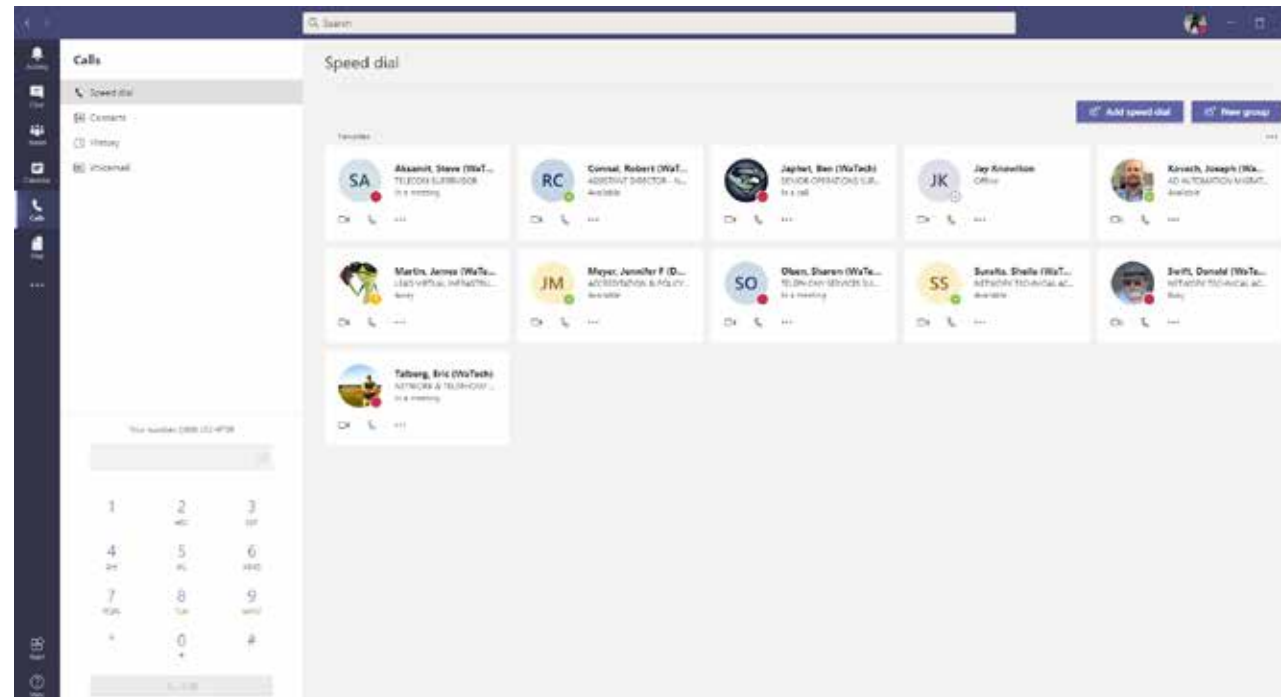
Feb. 16, 2021

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# Teams Telephony Description

## Teams Telephony

- Phone System
- Conference/Collaboration System



## WaTech Service Offering <https://watech.wa.gov/services/Teams-Telephony>

- 2 Options for Dial-Tone
  - **WaTech Direct Route** for \$4.50 (w/tax) per user per month
    - Includes Free Nationwide calling and Prompted International Calling
    - Leverages SIP Session Border Controller connections to the WaTech Datacenters to provide Dial-Tone through contract with vendor Magna5.
    - Includes \$1.75 WaTech fee
  - **Microsoft PSTN** for \$1.75 per user per month from WaTech and the purchase of a Microsoft PSTN license for \$11.76 (w/tax) per user per month purchased off Microsoft EA by customer.
    - Includes 300 min of International Calling and 3000 min of Long Distance calling added to the Tenant Pool
    - Pure Cloud Connection – Dial-Tone connected directly to Azure Datacenters

## Teams Telephony Features/Benefits

- Lets users securely connect, communicate, and collaborate with users in the same and federated tenants and to the public telephone network
- Make and receive video calls
- Cloud auto attendants, queues, voicemail and user settings
- Secondary ringer and distinctive ring alerts
- Device switching, Busy on Busy and call blocking

## WaTech Teams Telephony includes:

- Consultation for required Licensing and Quality of Service (QoS) configuration.
- Assistance in porting phone numbers or assigning new phone numbers.
- Administration of phone numbers and shared line appearances for users.
- Administering Auto Attendants and Call Queues for users.
- Administering call queues, groups park and retrieve.
- Administering E911 locations.
- Assistance with device registration and common area phones.

## Pre-Service Requirements

- Must be on-boarded to the WaTech Enterprise Shared Tenant service
- Must have users replicated to the WaTech Enterprise Shared Tenant
- Must have Microsoft E5 license applied to users
- Should have users migrated to Exchange Online (EXO)
  - Voicemail buttons in the Teams Application will not work unless the user has been migrated to EXO

## Service Requirements

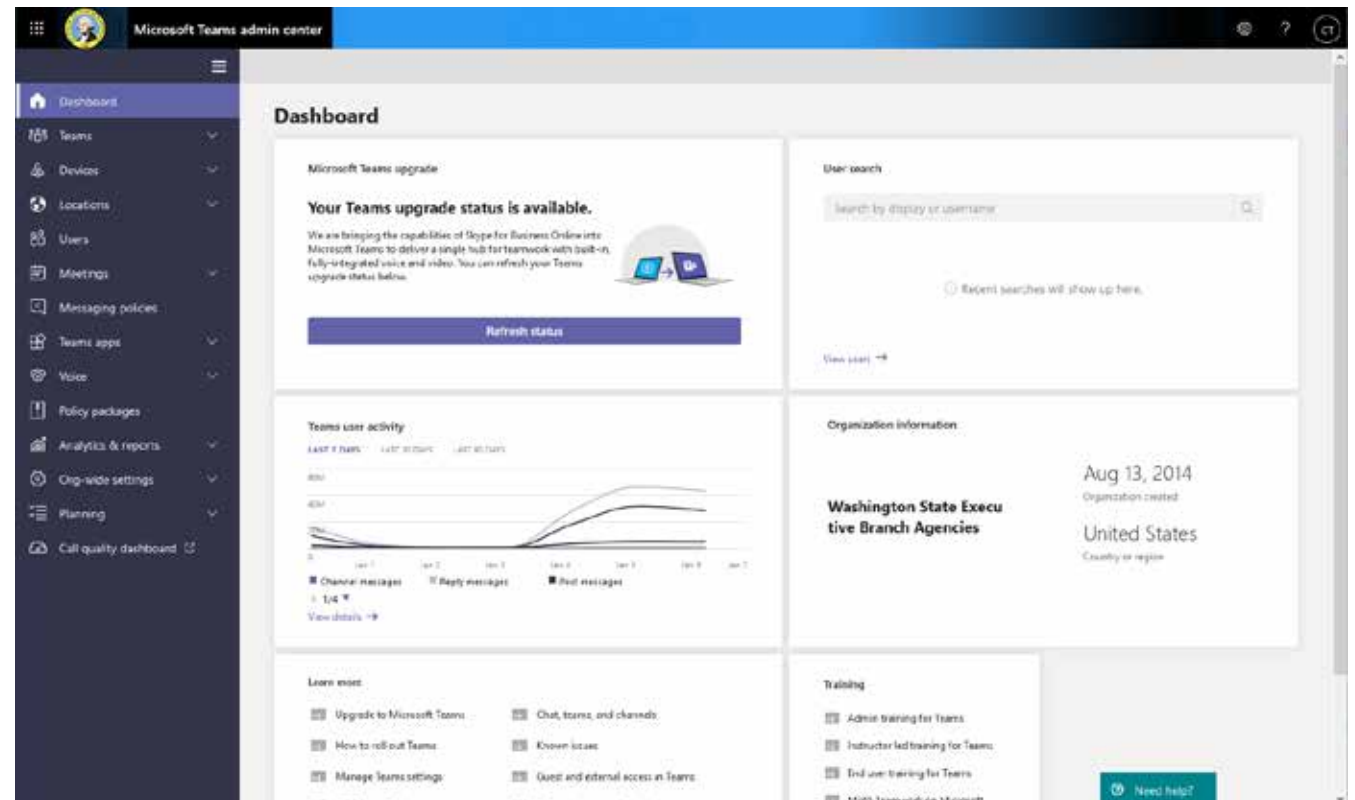
- Must have Teams Application installed on computers or cell phones
  - For Computers, a headset is recommended
- Must have Quality of Service (QoS) policies installed on routers that are managed by the customer agency
- Must have Quality of Service (QoS) marking applied to computers via customer agency's Active Directory Group Policy
- Must purchase any Teams phone sets (hard phones) that are needed
  - Phone sets require either Power-over-Ethernet (PoE) network switches or power injector blocks and an available power outlet



# Teams Telephony Operations

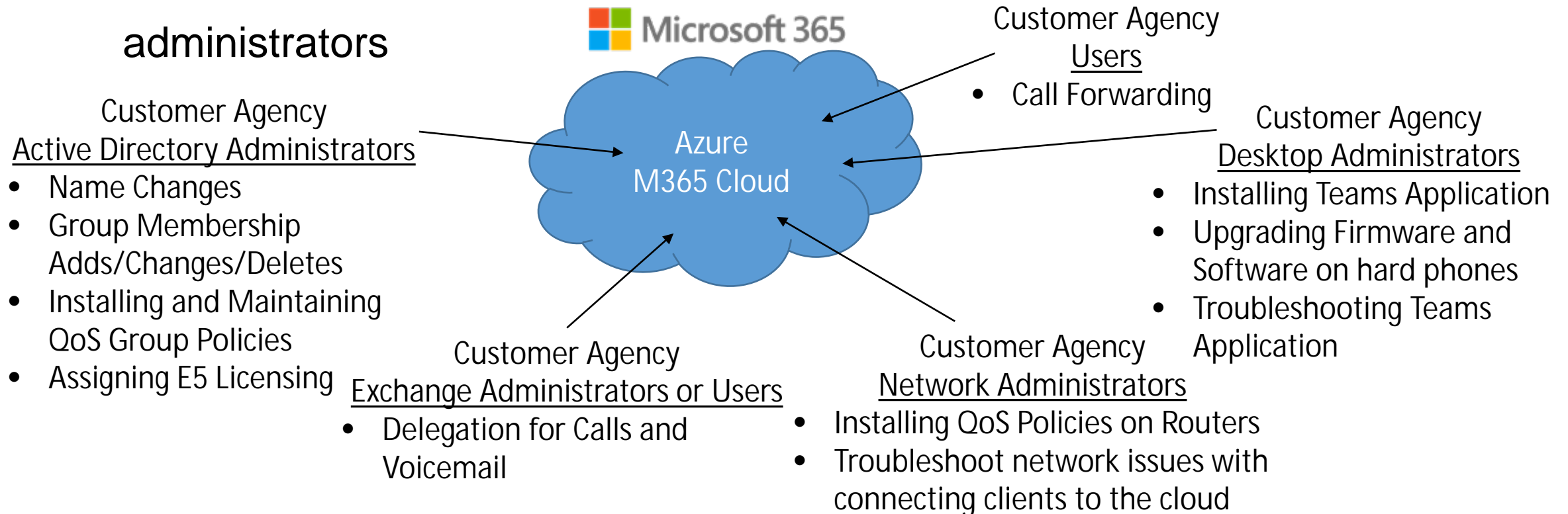
## Teams Operations

- Managed through Teams Admin Portal by WaTech
- Associate Phone Numbers with Users
- Set up Call Routing Policies for Users
- Set up Default Conference Number for users
- Set up Resource Accounts for Auto Attendants and Call Queues
- Assess existing customer agency phone numbers to allow phone numbers to be migrated in large blocks



## Change in Duties

- Most of the duties in Teams are performed by the customer agency



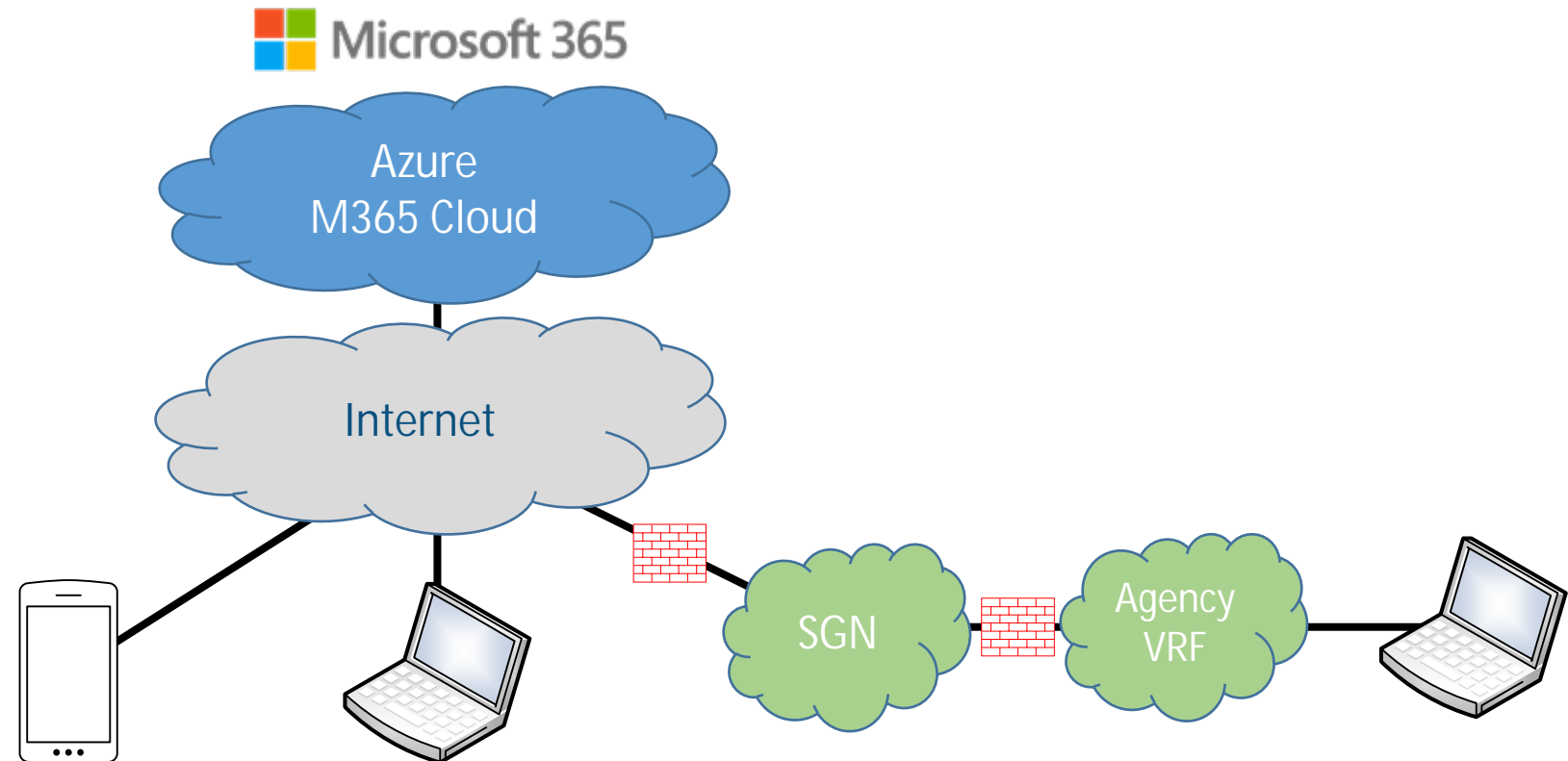
## Azure Locations for M365

- M365 is located in the Azure Cloud which is located in Multiple Redundant Datacenters

Datacenter region	Location	Available to
Central US	Iowa	All customers and partners
East US	Virginia	All customers and partners
East US 2	Virginia	All customers and partners
North Central US	Illinois	All customers and partners
South Central US	Texas	All customers and partners
West Central US	Wyoming	All customers and partners
West US	California	All customers and partners
West US 2	Washington	All customers and partners
West US 3	Arizona	Coming soon

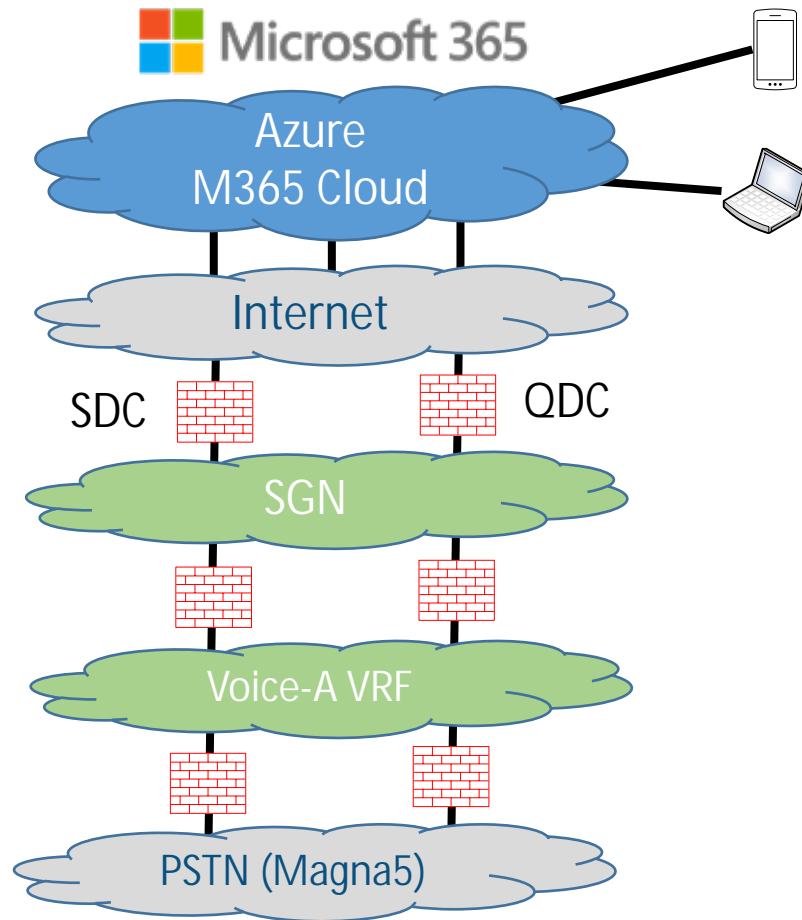
## M365 Access

- All access to M365 is from the Internet

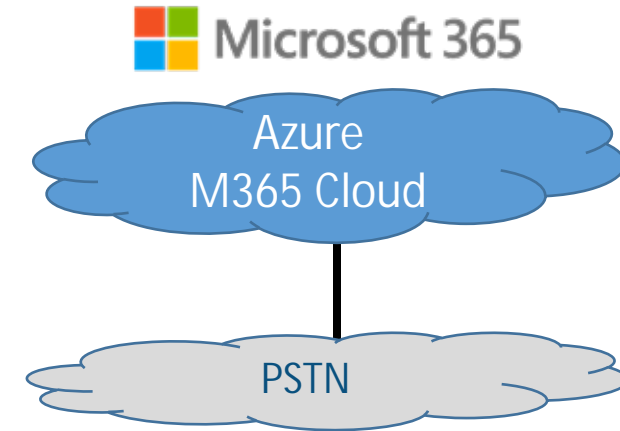


# Teams Telephony Dial-Tone Network

## WaTech Direct Route



## Microsoft PSTN



## Teams Telephony has 2 Call Routing Options

- Auto Attendants
  - Routes to individual numbers, a voicemail group, or a Call Queue
  - Used for Menus
  - Used for Announcements
  - Used for Time of Day and Holiday Call Routing
- Call Queues
  - Routes to Groups of People
  - Several different methods of Call Delivery
    - Attendant, Round Robin, Serial, Longest Idle

## Teams Telephony Voicemail

- Option #1 – Group Voicemail Delivery (preferred method)
  - Delivery to an Active Directory Mail Enabled Universal Security Group
    - Requires Customer Agency's Active Directory Administrator to create the Mail Enabled Universal Security Group
    - All users in the Universal Security Group will get a copy of the voicemail (i.e. each users will get an email with the attached voicemail wav file)

## Teams Telephony Voicemail

- Option #2 – Individual Mailbox Delivery
  - Delivery to a Mail Enabled Resource Account
    - Requires Customer Agency's AD Administrator to Create a Resource Account
    - Requires Customer Agency's AD Administrator to Delegate Permissions on who can access the Resource Account
    - Requires Customer Agency to Purchase an E3 and Telephony license from EA and apply it to the Resource Account
    - Users will need to add the Resource Account's Email to their Outlook client in order to listen to voicemail (i.e. receive the email in the Resource Account's email box with the attached voicemail wav file)





**Questions?**





**Thank You!**

